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OCT 21 2002
GROUP 3600

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of

Young et al.

Serial No. 09/723,519

Group Art Unit: 2161

Filed: 11-28-00

Examiner: unknown

For: **CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD**

Assistant Commissioner of Patents

Washington D.C. 20231

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OCT 18 2002

Technology Center 2100

NOTICE OF CHANGE OF FIRM NAME AND ADDRESS

Sir:

Please be advised that the firm name and correspondence address of attorneys of record in the above-identified application has been changed. Kindly associate this application with following customer number:



30743

PATENT TRADEMARK OFFICE

Please change the records in regard to the above-identified application accordingly.

Respectfully submitted,

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